Warrior Support

Federal Case Management Tool

FCMT 1.01

Requirements Specification Document

1.2

July 2012

Revision History

Date	Revision	Description	Author
6/15/12	0.1	Requirements Specification Document for VA approval version 1.1	Kent Parker
7/13/12	1.0	Added Functional Requirements and Performance Requirements	Kent Parker
7/13/12	1.1	Refined to focus on FCMT 1.1	Noel Colaço
8/7/12	1.2	Updated based on customer feedback	Matt Beaumont

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1. Introduction

1.1. Purpose

This Requirements Specification Document (RSD) describes the software functional and nonfunctional requirements for the Department of Veterans Affairs (VA) Virtual Lifetime Electronic Record (VLER) Warrior Support Federal Case Management Tool (FCMT) to be implemented in Increment 1, Release 1.1 of the FCMT application. This document will guide the development team in delivering the Care Coordinators interface with the VLER Data Access Services(DAS) as part of the Information Sharing Initiative (ISI).

1.2. Scope

The Department of Veterans Affairs (VA) Virtual Lifetime Electronic Record (VLER) Warrior Support Federal Case Management Tool (FCMT) project establishes a department-wide standard for Veteran case management that supports VA requirements for clinical / non-clinical case management and care coordination programs. The Veterans Benefits Administration (VBA) will use this tool to manage case workloads across multiple programs. The Federal Recovery Coordination Program (FRCP), a joint program of the Departments of Defense and Veterans Affairs, helps coordinate and access federal, state and local programs, benefits and services for severely wounded, ill, or injured service members, Veterans, and their families through recovery, rehabilitation, and reintegration.

The FCMT application is a web-based system that currently supports the Federal Recovery Coordinator Program and will be extended to support related programs and processes in the future. The system automates the care coordination capabilities of intake, referral, and enrollment and the creation and maintenance of the individual case records and treatment plans. The system also enables enhanced communication methods between the VA care coordinators and their clients; provides care coordinators insight into services provided by other VA care coordinators and by external entities. FCMT further enables enhanced consultation processes within the VA's extended network of clients/caregivers and provides care coordinators with the ability to update, manage and report on the status of their case throughout the life cycle of a case.

The following list specifies the features included in the scope for Increment 1:

1. Requirements to add an interface for the VLER Data Access Services (DAS) system, in support of the Information Sharing Initiative (ISI) to share care coordinator and case manager contact information between systems residing within the VA and DoD.

2. Overall Specifications

This specifications section will define the capabilities provided within the FCMT. These requirements support the overall capability of providing a case management tool to the FCMT users and intend to expand the understanding of the capabilities to be provided.

2.1. Accessibility Specifications

Any and all user interfaces developed for FCMT will fully comply with Section 508 specifications and Clinical Context Object Workgroup (CCOW) standards as defined by Federal mandate and adopted by the VA.

2.2. Business Rules Specifications

No business rule specifications are defined for this release.

2.3. Design Constraints Specifications

The FCMT will comply with the following specifications:

- FCMT shall comply with all known Personally Identifiable Information (PII) regulations, for the use and disclosure of individually-identifiable information and individual's rights in regards to PII data; this includes State, Federal, and Department of Defense (DoD) laws, rules and regulations.
- The system shall maintain user authorization and role-based access and security permissions. DoD must comply with DoD Privacy Rules contained in DoD 6025.18-R when creating, maintaining, using, and disclosing individually-identifiable health information for Service Members (SMs).
- The development of any tools, repositories, or applications in support of the transmission of the release of health information to and between DoD and VA must adhere to the DoD and VHA Healthcare Identity Management (IdM) enterprise requirements. This ensures the highest level of integrity of the patient correlations and VHA patient information experiences no degradation.
- FCMT shall comply with the Office of General Counsel (OGC) requirements regarding due diligence, namely ongoing record review to detect the presence of protected conditions not originally included in the OGC authorization.

2.4. Disaster Recovery Specifications

The FCMT system will rely on the Disaster Recovery and Continuity of Operations plans in place to support systems that require continuous availability.

2.5. Documentation Specifications

The scope of Increment 1 includes the update of User Manuals .

2.6. Functional Specifications

The following tables detail the functional specifications for Increment 1:

Table 1: Functional Specifications and Business Need Per the Information Sharing Initiative (ISI) 20100707 *Business Requirements Document*

Business Need	Functional Requirement (FR) #	Functional Requirement
VA 1.1	1.1	The system shall provide a read only link into the VLER DAS to return from ISI Care Provider data
VA 1.1	1.2	The system shall allow the user to request Care Provider data by submitting a valid EDIPI
VA 1.1	1.4	If the EDIPI is valid for a Servicemember the system shall return the record data requested in a read-only view
VA 1.1	1.4.1	The system shall provide the DOD EDIPI (Service Member ID)
VA 1.1	1.4.2	The system shall provide the Service Member Full Name
VA 1.1	1.4.3	The system shall provide the Care Provider Role
VA 1.1	1.4.4	The system shall provide the Care Provider Last Name
VA 1.1	1.4.5	The system shall provide the Care Provider First Name
VA 1.1	1.4.6	The system shall provide the Care Provider Email Address
VA 1.1	1.4.7	The system shall provide the Care Provider Phone Number
VA 1.1	1.4.8	The system shall provide the MTF (Military Treatment Facility)
VA 1.1	1.4.9	The system shall provide the Organization Name
VA 1.1	1.4.10	The system shall provide the Organization Abbreviation
VA 1.1	1.4.11	The system shall provide the Organization Description
VA 1.1	1.4.12	The system shall provide the Association Begin Date

2.7. Graphical User Interface Specifications

The graphical user interface specifications are outlined in the FCMT ISI UI Design document.

2.8. Multi-Divisional Specifications

This RSD contains no multi-divisional specifications.

2.9. Performance Specifications

This RSD contains specific performance specifications. Refer to the VLER DAS ICD for specific performance specifications of the interface.

2.10. Quality Attributes Specifications

The following types of testing will be done to ensure the quality of the system:

- Development Testing
- System and Integration Testing
- User Acceptance Testing
- Smoke Testing

2.11. Reliability Specifications

The business outlined the following reliability specifications. The various hosting providers for this interface (FCMT: Terremark; VLER DAS: Sungard / AITC) will establish the specific details to accomplish these goals:

- Availability: The system shall provide availability 24/7 and remain fully operational 99.9% of the time, with exceptions for routine maintenance activities during non-peak hours.
- System maintenance shall be scheduled during off peak hours, as determined by the affected facility.
- A back-up plan shall be provided when the system is taken off-line for maintenance or technical issues/problems.

2.12. Scope of Integration

The scope of integration includes requirements and information contained in **Error! Reference source not found.**.

2.13. Security Specifications

There are no additional security specifications included in this RSD. FCMT should retain and continually update its existing security specifications and continue to follow the various organization requirements to which it already adheres, as detailed in the following list:

- FCMT will adhere to all VA security requirements. FCMT recommends a MODERATE security categorization based on Federal Information Processing Standard (FIPS) 199 and National Institute of Standards and Technology (NIST) SP 800-60.

As a "Minor Application" under the Customer Relationship Management Unified Desktop (CRMUD) System, FCMT shall retain and update these specifications and provide to the CRMUD security program team, where required.

2.14. System Features

See Functional Specifications in section 2.6 for system features.

2.15. Usability Specifications

By default, FCMT carries forward all existing implied or explicit usability rules associated with roles and jurisdiction for any new or changed requirements specified in this document unless otherwise specified.

3. Applicable Standards

This RSD provides no changes to FCMT for this section.

4. Interfaces

4.1. Communications Interfaces

Please refer to technical architecture descriptions as developed and maintained by Terremark. This RSD contains no changes for this section for these requirements.

4.2. Hardware Interfaces

Please refer to technical architecture descriptions as developed and maintained by Terremark. This RSD contains no changes for this section for these requirements.

4.3. Software Interfaces

See Functional Specifications in section 2.6 for software interfaces.

4.4. User Interfaces

See Functional Specifications in section 2.6 for user interfaces.

5. Legal, Copyright, and Other Notices

5.1. Apply and Post Privacy Requirements

In accordance with VA handbook 6102 Chapter 6, Para 6, VA Internet Web sites shall protect the privacy of the American people as they interact with their government by complying with all privacy requirements, including: Conducting privacy impact assessments; Posting and/or linking to privacy policies on the agency's principal Web site, all known major entry points to their sites and any Web page that collects substantial information in identifiable form; Posting a "Privacy Act Notice" that tells visitors about the organization's legal authority for collecting personal data and how the data will be used on all appropriate Web pages. The appropriate Privacy policies shall

be posted to VA Web pages as discussed in the Links section of this Handbook. In addition, VA Web managers are required to certify annually on the VA Web Registry that their respective VA Web sites are complaint with all Privacy requirements.

5.2. No Fear Act Compliance

In accordance with VA handbook 6102 Chapter 2, Para 1.54, VA shall post on its Internet Web site summary statistical data relating to equal employment opportunity complaints filed by agency employees or by former agency employees, or applicants for employment with VA. VA shall comply with the existing Notification and Federal Employee Anti-discrimination & Retaliation of 2002 (No Fear Act) Public Law No.107-174. The No Fear Act link on the Internet, No Fear Act Data, shall be posted as a stand-alone link on the VA Job Opportunities Web site home page and shall also be posted to the Web page linked to by Web Policies & Important Links that shall appear on all Internet Web pages. This link goes to http://www.va.gov/orm/NOFEAR_Select.asp. Another No Fear link to VA's policy and grievance process for VA employees shall be posted to the Intranet homepage and to all major entry point pages on the Intranet. This Intranet link, labeled No Fear Act, goes to http://vaww.va.gov/ohrm/EmployeeRelations/grievance.htm and should not be confused with the Internet link which has a slightly different label.

5.3. Link to the Freedom of Information Act

VA Internet Web sites shall comply with applicable regulations and directives that relate to the Freedom of Information Act (FOIA). VA Web sites shall have a page that includes content required by FOIA, 5 U.S.C. §552. The VA home page shall have a stand-alone link to the FOIA, or to a page that links to FOIA and also to an electronic FOIA reading room; VA's link is Freedom of Information Act. In addition, this link shall appear on the Web page linked to by Web Policies & Important Links page and shall also appear on the page linked to by the Contact VA link.

5.4. Small Business Paperwork Relief Act

VA Internet Web sites shall comply with the Small Business Paperwork Relief Act of 2002, Pub. L. 107-198, that requires organizations to designate a single point of contact for small businesses, and to post the contact information on the VA home page and all major entry point pages. A link to this information shall also be displayed on the page linked to by the Contact VA link VA's link is Small Business Contacts which links to VA's Office of Small & Disadvantaged Business Utilization (OSDBU).

5.5. Paperwork Reduction Act Compliance

VA Web sites shall comply with the Paperwork Reduction Act (PRA) (44 U.S.C. Chapter 35) to ensure that information collected from the public minimizes burden and maximizes public utility. Web managers shall ensure that specific rules are followed when collecting information from Internet Web site visitors, and, when applicable, from Intranet Web site visitors. (OMB rules may apply to information collection activities on the Intranet under certain conditions; contact your OMB liaison for more information.)

The requirement also applies to copying all or part of a form previously approved by OMB for use, and using all or part of that collection form as a new collection of information on another Web site. Collections of information on VA Web sites that have not received all necessary approvals prior to posting the collection tool (customer entry form, survey form or other collection mechanism) shall be removed from the Web site until required approvals are sought and obtained. In addition, any VA IT systems that collect, maintain, or disseminate information on the public totaling at least ten individuals shall complete an annual Privacy Impact Assessment (PIA) and submit that assessment to vaprivacy@va.gov by September 1st of each year for review and subsequent submission by VA Privacy to OMB.

5.6. Government Performance Results Act Compliance

VA Web sites shall comply with the Government Performance and Results Act of 1993 (GPRA), which requires organizations to make their department's annual performance plans readily available to the public. VA's link is Annual Performance and Accountability Report; this link shall be posted on the VA home page and on all major entry point pages.

5.7. Digital Rights, Copyright, Trademark, and Patent Laws Compliance

Most federal Web site content is in the public domain and shall not include copyright or other intellectual property notices. When information from the private sector is used as part of an information resource, product or service, VA shall ensure that property rights of the private sector source are adequately protected. Consent shall also be obtained to use the picture and/or voice of any individual in VA materials (VA Form 10-3203). Prior to posting, documents and Web pages shall be reviewed by content managers to ensure compliance with copyright, trademark and other laws.

5.8. NARA Web Records Management Requirements Compliance

VA is required to manage its Web records properly per NARA Web records management requirements that govern federal government record-keeping practices, the management and disposition of records, risk mitigation, and other issues attendant to the creation, accumulation, integrity and disposition of Web records. Web records include: documents that record information about the Web site itself: Web site management and operations records; Web content records; and Web management and operations records that provide context to the Web site.

5.9. Records Management Rules Compliance

VA Web sites shall comply with existing laws and regulations related to the management of all public Web records. Requirements apply to IT staff and web/content managers. VA organizations shall implement applicable policies and standards to

implement the Section 207(e) of the E-Government Act, "Public Access to Electronic Information".

5.10. Government Paperwork Elimination Act Compliance

VA Web sites shall comply with the Government Paperwork Elimination Act (GPEA, Pub. L. 105-277), which requires, when practicable, federal organizations use electronic forms, electronic filing, and electronic signatures to conduct official business with the public. VA Web managers shall ensure that any electronic forms, filings, and/or electronic signature capabilities utilized by or on their VA Web sites meet the full range of security, OMB, and other requirements; they shall also obtain all appropriate permissions prior to deployment and use.

5.11. Apply Principles in OMB Circular A-130: Mgmt of Federal Information Resources

The A-130 memorandum is a broad mandate for all federal agencies to perform their information resources management activities efficiently, effectively, and economically, and ensure that all citizens are provided with optimal methods for the electronic communication of federal government information.

5.12. Ensure Information Quality

VA Web sites shall comply with Section 515 of the Treasury and General Government Appropriations Act for Fiscal Year 2001, Pub. L. 106-554, as provided in the VA Final Information Quality Guidelines, 67 Federal Register 61726 (Oct. 1, 2002), and VA Directive 6361, Ensuring Quality of Information Disseminated by VA. All information disseminated by a federal agency shall be accurate to the maximum extent possible. Reports of inaccurate information posted on any VA Web site(s) shall be investigated immediately by the Web site content manager by checking with document authors, if possible, with appropriate subject matter experts, the Section 515 Data Quality staff in the VA Central Office (VACO) (see Who To Contact section in Appendix A) and/or other appropriate authoritative sources. Content that is determined to be inaccurate shall be removed from the Web site and replaced with corrected information as quickly as possible or shall be removed entirely from the Web page. If the same inaccurate information is found elsewhere on any other VA Web site, Web content managers shall notify the content manager of that other Web site.

5.13. Provide Information about Regulations

Every VA component that issues regulations and has a Web site shall provide information about those regulations on its Internet Web site and shall also link to the Regulations.gov portal. All VA components responsible for issuing regulations shall comply with the requirements of 5 USC §552(a)(1), (a)(2), Section 207(f)(1)(A)(ii) of the E-Government Act Section and all applicable legal requirements including VA Handbooks and Directives.

6. Purchased Components

FCMT will not purchase any components for this increment.

7. User Class Characteristics

The following table details the user class characteristics for FCMT:

Table 2: User Class Characteristics

Name	Description	Responsibilities
Primary Users	Federal Recovery Coordinators (FRCs)	Coordinate services with case managers and serve as the single point of contact for the enrollees and their families. Primarily focusing on developing and monitoring progress of each enrollee as detailed in that person's Federal Individual Recovery Plan, a comprehensive, client-centered plan that sets individualized goals for recovery and is intended to guide and support the enrollee through the continuum of care.

Appendix A. Reference

Abbreviations, Acronyms, and Definitions

The following table lists the Abbreviations and Acronyms Used in this document:

Table 3: Terms and Definitions

Term	Definition
AITC	Austin Information Technology Center
C&P	Compensation and Pension
CCOW	Clinical Context Object Workgroup
CONOPS	Concept of Operations
DAS	Data Access Service
DoD	Department of Defense
DRAS	Disability Rating Activity Site
FIPS	Federal Information Processing Standard
FOIA	Freedom of Information Act
FR	Functional Requirement
FRC	Federal Recovery Coordinator
GPEA	Government Paperwork Elimination Act
GPRA	Government Performance and Results Act
GUI	Graphical User Interface
ICD	Interface Control Document
IDES	Integrated Disability Evaluation System
IdM	Identity Management
ISI	Information Sharing Initiative
NIST	National Institute of Standards and Technology
OGC	Office of General Counsel
OSDBU	Office of Small & Disadvantaged Business Utilization
PIA	Privacy Impact Assessment
PII	Personally Identifiable Information
PRA	Paperwork Reduction Act
rIDES	remodeled Integrated Disability Evaluation System
RO	Regional Office
RSD	Requirements Specification Document
SM	Service Member
SQA	Software Quality Analysis
VA	Department of Veterans Affairs
VACO	VA Central Office
VBA	Veterans Benefits Administration
VHA	Veterans Health Administration
VLER	Virtual Lifetime Electronic Record

Term	Definition
FCMT	Veterans Tracking Application
WWCTP	Office of Warrior Care Policy Policy

References

Veterans Administration Handbook 6102

Federal Information Processing Standards Publication 200

President's Commission on Care for America's Returning Wounded Warriors, July 2007

Joint VA/DOD Memorandum DTD 31 Oct 2007

Veterans Affairs Directive 6500

Veterans Affairs Web Best Practices Guide

Department of Veterans Affairs Meta Data Standard DTD July 7, 2006

Department of Defense Directive 8500.2

Department of Defense Instruction 8500.2

Government Computer News, "Setting Sites on Section 508," Oct. 25, 2004

"Homepage Usability," Jakob Nielsen & Marie Tahir, 2002

http://www.access-board.gov/508.htm, Subpart B — Technical Standards, section 1194.22, "Web-based intranet and internet information and applications" (item i).

RequisitePro Configuration Document

DoD Disability Systems Update: http://vets.yuku.com/topic/10525/DOD-DISABILITY-EVALUATION-SYSTEM-UPDATE

Career Compensation Act of 1949:
http://openlibrary.org/books/OL22310623M/Career_Compensation_Act_of_1949

DoD Health Information Privacy Regulation:
http://www.dtic.mil/whs/directives/corres/pdf/602518r.pdf

10 USC Chapter 61 Retirement or Separation for Physical Disability:
http://uscode.house.gov/download/pls/10C61.txt

Methods & Actions for Improving Performance of the DoD Disability DES
http://www.rand.org/pubs/monograph_reports/MR1228.html

Integrated Disability Evaluation System – Navy:
http://www.med.navy.mil/sites/pcola/SpecialLinks/Documents/IDES%20Overview%20Handout.pdf

IDES Remodel Process Development Office of Wounded Warrior Care & Transition Policy:
https://vaww.portal.va.gov/sites/EPMO/VLER/RELATIONS/IDES/Documents/Briefs/IDES_Remodel_Process_Development,%20for%20the%2025%20May%2011%20Meeting%20at%20the%20Hoffman%20II%20Building.pptx

National Defense Authorization Act for Fiscal Year 2008:
http://www.gpo.gov/fdsys/pkg/CRPT-110hrpt477/pdf/CRPT-110hrpt477.pdf

VHA privacy compliance:

http://vaww.tampa.med.va.gov/resources/hipaa/documents/Privacy%20Handbook.pdf

VBA Veterans Service Representative:
http://cptraining.vba.va.gov/C&P_Training/VSR/Documents/VSR%20Handbook/VSR_H andbook_V4.pdf

VBA IT Handbook:
http://vbaw.vba.va.gov/bl/20/cio/sipo/secoperations/bdnhandbook.doc

VTA As-Is Product Architecture:
http://vaww.oed.portal.va.gov/products/vler/warriorsupport/VTA/PMAS/PMAS%20Incre ment%202/VTA%20As-Is%20Product%20Architecture%20v1.0.docx

VTA As-Is Software Design Document

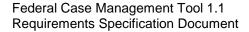http://vaww.oed.portal.va.gov/products/vler/warriorsupport/VTA/PMAS/PMAS%20Incre ment%202/VTA%20As- Is%20Software%20Design%20Document%20(SDD)%20v1.0.docx

VHA Handbook 1605.1 Privacy and Release of Information

DoD 6025.18-R www.dtic.mil/whs/directives/corres/pdf/602518r.pdf

Healthcare Identity Management (HC IdM) Program

http://vaww.vhaco.va.gov/dataquality/identitymgmt.htm

Approval Signatures

The following signatures indicate the approval and acceptance of the FCMT 1.01 Increment 1 RSD.

X
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Dick Rickard
IPT Chair/Warrior Support Program Manager

X
_____

Carol Weese
Acting Executive Director Federal Recovery C…

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Joe Paiva
Executive Director - Virtual Lifetime Electronic …